Recreation Services

Refunds

Recreation Services passes and program registrations are paid in full at the time of purchase.

A refund or cancellation will be granted only on the following basis:

- Injury/Illness
- Exit from the University that prohibits active participation for the remaining period of membership
- Program cancellation due to lack of enrollment

Same Day Refunds

A same day refund can be made if a patron changes their mind about a purchase or a pass on the day that it was purchased. Refunds must be made using the same payment method as the original purchase.

Non-Same Day Refunds

Refunds or transactions that do not occur on the day that a refund is requested may be done by filling a Refund Request form that may be filled out at the facility Service Desk.

All refunds require the approval of the ISU Recreation Services Business Office. Refunds may take several weeks to process.